

**225.85****Issuing Food Benefits without a Participant Present****Overview**

**Introduction** WIC food benefits can be issued without a participant physically present in limited situations.

**Policy** Issuance is allowed in the situations listed below:

IF ...	THEN issue...
Clinic is cancelled for reasons out of the local agency's control (e.g., inclement weather, catastrophe)	The benefits each participant would have received if they had come to claim them.
A <u>scheduled</u> telephone nutrition education contact has been completed	The benefits each participant would have received if they had come to claim them.
The participant is a precertified pregnant woman or Priority II infant	<u>One</u> month of benefits.
The participant has received a formula change, agency staff has received the required documentation and spoke with the parent/guardian	The benefits the participant would have received if they had come to claim them.
<ul style="list-style-type: none"> <li>• The parent/guardian/participant has an adequate reason for their inability to appear in clinic AND</li> <li>• Rescheduling an appointment or designating a proxy are not feasible or reasonable actions</li> </ul> <p><u>Note:</u> See Policy 225.75 for more information about missed appointments.</p>	<ul style="list-style-type: none"> <li>• <u>One</u> month of benefits AND</li> <li>• Schedule an appointment for the following month when the remaining benefits can be issued.</li> </ul>

## Issuing Benefits

<b>Introduction</b>	<p>This section contains guidelines for issuing benefits.</p>
<b>Schedule for issuing benefits</b>	<p>Issue benefits as soon as possible.</p>
<b>Electronic documentation</b>	<p>When issuing benefits, mark the “No Signature Available” check box in the Signature Capture to User pop-up. Select the Reason drop down as “mailed”. Document in the data system that benefits were issued without the participant present and the reason for issuance.</p>
<b>eWIC cards</b>	<p>eWIC Cards may only be mailed to:</p> <ul style="list-style-type: none"><li>• Priority II infants of mothers not on WIC during pregnancy who were precertified using hospital referral data, and</li><li>• Pregnant women who were precertified using referral data if the only member of their household receiving WIC benefits.</li></ul> <p><u>Note:</u> Participants must come to a clinic or agency office and show identification in order to receive a replacement card for lost, stolen or damaged cards.</p>
<b>Envelopes</b>	<p>Use your own agency envelopes. These envelopes must have this statement:</p> <ul style="list-style-type: none"><li>• Return Service Requested</li></ul> <p>Do not cover this statement with labels or stickers.</p>
<b>Addressing envelopes</b>	<p>Hand address envelopes in situations where eWIC cards are mailed to selected individuals.</p>